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Information Institution Services in Indonesia during the COVID-19 Pandemic

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Information Institution Services in Indonesia during the COVID-19 Pandemic

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Academic Library Services in Indonesia during the COVID-19 pandemic

The COVID-19 pandemic affects all community activities from offices to institutions, including libraries in Indonesia. The Indonesian government eventually implemented 'work from home' and 'study from home' policies so as to make institutions such as libraries undergo adjustments, where librarians work at home and visitors are prohibited from leaving the house. Students are also mandated to study at home, causing them unable to visit the library. Because of this policy and pandemic conditions, libraries in Indonesia have begun to adjust their services and make the latest service policies to facilitate their users. Therefore, this research aims to examine what new policies are planned and implemented by libraries in Indonesia during the COVID-19 pandemic. The benefit of this research is to illustrate that libraries in Indonesia have begun to adjust their services according to the situation of the COVID-19 pandemic, in hope that the new policies can be reviewed soon. This research uses descriptive quantitative method by examining a sample of 50 libraries, both in state and private universities. The findings of this study emphasize that libraries in Indonesia have maximized e-resources services, and have been running well routinely, while e-resources that are most frequently accessed by users are e-journals. In addition to e-resources, the service that is maximized is the use of library's social media to promote digital services and conduct creative programs, namely live Instagram and digital seminars through webinars. However, on the other hand the service and program policies are not yet fully innovative and creative. There are still many new policies that can be adopted by libraries in Indonesia such as collection handling policies, collection quarantine, digital storytelling, the addition of e-books and e-magazines, and digital circulation services or normal circulation service but with strict health protocols. Keywords: word; another word; lower case except names.

Keywords: covid-19, information institution, information institution service, developing countries

Introduction

1. Introduction

The world is now being plagued by the emergence of a new coronavirus called COVID-19 or coronavirus disease. All mass media, whether print, electronic or digital report news about COVID-19. The patients exhibit flu-like symptoms with dry cough, sore throat, high fever, and respiratory problems. COVID-19 first appeared in Wuhan City, Hubei Province, in central China and continues to spread to many countries in the world. As a result of the rapid transmission rate, the World Health Organization (WHO) declared it as a global pandemic on March 11, 2020. According to WHO, up to June 04, 2020 the total positive cases in the world reached 6.366.788, with 383.262 deceased. Likewise, Indonesia announced its first case of COVID-19 at the beginning of March. Through the official website of the Government of Indonesia, <https://covid19.go.id>, until 04 June 2020, cases in Indonesia reached 28.818, with 1.721 deceased, and 8892 recovered.

Various efforts have been made by the Indonesian government to handle patients and prevent the transmission of the virus. The first is by forming a Task Force for the Acceleration of COVID-19 Handling on March 13, 2020, and then enacting a massive

COVID-19 screening test on the public in various regions, until deciding on new public policies on social or physical distancing which surfaced in many social media under the hashtag #dirumahsaja. To prevent further COVID-19 transmission, several cities in Indonesia, especially in large cities such as Jakarta, Bandung, and Surabaya, have implemented Large-Scale Social Restrictions. Based on Minister of Health Regulation no. 9 of 2020 concerning the Guidelines for Community-Based Disaster Risk Management in Accelerating the Handling of COVID-19, schools, workplaces, public places, worship, and entertainment places must be closed, and thus many impacts are felt by the community. Like a family, all communities must work together to prevent the distribution of COVID-19.

In the current situation, COVID-19 has influenced the lives of all people. Scientific conferences, business meetings, Umrah worship to Mecca, and wedding parties should not be held (Djalante, 2020). There are huge losses that is experienced globally which cannot be accurately predicted by each affected country (Ali & Alharbi, 2020; Balog-Way, & McComas, 2020). Not only is the health sector affected, the economic sector also received an impact from the adverse effects of this pandemic situation, many countries are threatened by high inflation (O'Connor, et.al., 2020; Issahaku, 2020; Ozili & Arun, 2020). In regards to the economic conditions in Indonesia, through a press release delivered by the Indonesian Minister of Finance, there was an increase in unemployment because many companies were unable to pay their employees, bad credit at MSMEs, liquidity in banks, depreciation of the Rupiah, volatility of financial markets, and even capital flight (Sihaloho, 2020). The same thing happened in the tourism sector, which faced a decline in output as high as 50% to 70% (Chakraborty & Maity, 2020). Indonesia is famous for its various types of tourism, many tourist attractions are closed, causing the decline in foreign tourist visits to Indonesia (Budiyanti, 2020).

Significant impact from COVID-19 also befell education sector in all countries (Cao, 2020; Gallo & Trompetto, 2020; Sintema, 2020; Viner, et.al., 2020), this includes the education sector in Indonesia which was affected (Dewi, 2020; Purwanto, et.al., 2020). Since the discovery of a positive COVID-19 patient, through the Ministry of Education and Culture, it has been announced that starting on March 16, 2020 all learning spaces will be closed and learning activities ranging from pre-school education, elementary, secondary, top to higher education will be carried out with distance learning from home. With all the strengths and limitations that exist, the process of teaching and learning activities are done using online platforms, such as Zoom Meeting, Google Meet, or Ruang Guru. Furthermore, as an alternative to the learning process during the pandemic, the Ministry of Education and Culture created a "Learning from Home" program that aired on National Television (TVRI) starting on April 13, 2020, intended for Kindergarten and Elementary School students.

This also affects the library as a support for teaching and learning activities. The library was also forced to close all physical services due to COVID-19. Various libraries abroad have formulated new policies for all forms of library services that can be accessed by visitors from home. A survey was conducted by the Public Library Association (PLA) on the Public Library Response to COVID-19 on March 24 - April 1 2020, covering 2545 public libraries in America. The results of the survey show that public library activities during the pandemic include; expanding and developing online extension policies (76%), online check-out services (74%), virtual programming (61%), online virtual reference/assistance services (41%), telephone references/assistance (38%), providing roadside pick-up (22%), sending items to library users at home (6%). The libraries also make the most of their social media to greet the visitors. This study aims to analyze the service policies made by libraries in Indonesia during the pandemic.

Objectives of the Study

This study aims to identify service changes that occurred at the college library in the covid-19 pandemic.

2. Research Methodology

This research uses a quantitative approach with descriptive method to describe the condition of the library after the COVID-19. The sample used was the 56 best universities in Indonesia according to the UniRank version (<https://www.4icu.org/id/universitas>). Data collection is done online by looking at the service policies provided by the library during the COVID-19 period and identifying the use of social media before and after COVID-19. Data collection is done by following a draft checklist that has been compiled and data collection of each university library is carried out by 3 people for data validation. The recovered data is then processed and presented in the form of a frequency table that is analyzed for conclusions.

3. Data Processing Results

3.1 The Condition of Academic Libraries

Type of University	State University				Private University				Total	
	Available		Not Available		Available		Not Available			
	Total	%	Total	%	Total	%	Total	%	Total	%
Website	37	66%	0	0%	19	34%	0	0%	56	100%
Repository	34	61%	3	5%	19	34%	0	0%	56	100%
E-Journal	37	66%	0	0%	19	34%	0	0%	56	100%
Social Links	37	66%	0	0%	19	34%	0	0%	56	100%
Policy Available Online	34	61%	3	5%	18	32%	1	2%	56	100%

From the table above, it can be seen that 66% or 37 state academic libraries have websites, e-journals, and social media. Whereas for private university, there are 34% which have websites, e-journals, and social media, with 19 private university libraries in total. The strategies done by libraries in Indonesia in using social media to share information is considered to have gone well. Several libraries in the world, one of which in Portugal, have provided information through their social media, websites and bulletins (NAPLE, 2020).

There are 34 state university libraries equipped with repository (61%), while 3 libraries (5%) are not equipped with repository. While for private universities, 34% of their libraries have already been equipped with repository.

The number of state universities that have issued COVID-19 responsiveness policies online is 61%, namely 34 libraries in total, while 3 state universities have not issued COVID-19 responsiveness policies online. As much as 32% of the private universities have issued covid-19 responsiveness policy, and the remaining 2% do not.

Online or digital services implemented by libraries, especially in Indonesia, are indeed appropriate to be carried out with a high degree of awareness. Application of online or digital service policy is also carried out by many libraries in the world. IFLA (2020) summarizes and provides examples of world libraries that implement it. The Bibliothèque nationale de France organizes virtual exhibitions, and the National Library of Spain promotes digital content that can be used to support education, the Moroccan National Library provides free eBooks, and the Public Library in Aarhus, Denmark, has placed its digital content in its website, while the Granby library in Quebec, Canada highlights content that focuses on learning new skills. Throughout Malaysia, in preparation for World Book Day and Copyright on April 23, the #LetsReadTogether campaign encourages people across the country to read more online.

3.2 Changes in library social media activities during the COVID-19 pandemic

Changes in social media activity during COVID-19										
Type	State University				Private University				Total	
	Available		Not Available		Available		Not Available			
	Total	%	Total	%	Total	%	Total	%	Total	%
Changes	16	29%	18	32%	8	14%	9	16 %	51	91

Following COVID-19, the library had to close its physical services and switch to online services, causing a number of changes in activities on the library's social media, from the website to Instagram, to Facebook. The changes that occur are positive, as can be seen in the social media of each library that is more active in sharing information about services or innovating new programs by utilizing social media (see table above). In addition, there is also a university library social media which was initially inactive for several months, yet after COVID-19, it became active again, sharing information about services during the COVID-19, as can be seen in the library of State Polytechnic University of Malang, Gunadarma University Library, Alauddin Makassar State Islamic University Library, and even Padjadran University Library which initially did not have an Instagram account.

In addition to information about services during the COVID-19, several libraries are also actively giving new innovation programs by utilizing its social media. These programs include:

a. Online Seminar

COVID-19's period postponed all physical activities such as seminars and talk shows in the library that involves a large number of people. To overcome this, some libraries do not give up on the situation. By utilizing increasingly sophisticated information and communication technology in this era, libraries

divert seminar activities into webinars or online seminars such as those conducted by the Hasanuddin University library, the University of Indonesia Library, and Petra Christian University Library.

b. Instagram Live Program

Other innovations created by the library are events held through the live broadcast feature on Instagram. Events that were held are very diverse, ranging from commemorating holidays such as world book day, which was enlivened by book review activities through live broadcasts on Instagram as conducted by Telkom University library, Dian Nuswantoro University Library, Bina Nusantara University Library (BINUS), and UIN Sunan Kalijaga library. In addition to commemorating public holidays, there is also a library program that is held routinely every day during the month of Ramadan, namely the *Ngabuburit Bareng* program. The *Ngabuburit Bareng* is a program from the Airlangga University library that is held every afternoon by presenting experienced speakers through the Instagram live broadcast feature.

Not all libraries experience changes in social media activities due to COVID-19. There are still libraries that have the same activities as before (see table above), in which they only use their social media to share information about services and commemorating major holidays as happened in the Bogor Institute of Agriculture library, UIN Syarif Hidayatullah, and Bengkulu University.

Libraries in Indonesia have developed rapidly and are considered good at implementing one of the latest innovations, namely live Instagram and seminars through webinars. Online media can also be used for services and programs that are even more varied, for example according to RPLAC (2020), transitioning learning media for users and the community into the virtual environment (Facebook Live, Instagram TV, Zoom). These programs can include virtual storytimes, book club hangouts, virtual escape rooms, stay-at-home classes, etc.

IFLA (2020) explains that some libraries use social media actively such as the Kibera and Nakuru public libraries in Kenya which promote local language content through social networks, and sharing book recommendations, while the Ghana Library Authority also promotes access to digital content in addition to health information. In Iraq, the library of the Holy Al-Abbas Shrine provides long-distance loan services for researchers who provide access to electronic resources. Even many public libraries and schools promote online story time. There have also been major efforts to increase access to eBooks, for example by increasing the number of eBooks that people can borrow at certain times (in Denmark), creating new applications with content that is freely available (in the Netherlands). The Slovenian public library offers access to electronic resources to answer requests for information from users, prepare web-based content (including reading lists, quizzes, and virtual competitions). They also maintain communication with their users using social networks (mostly Facebook and Twitter) (NAPLE, 2020).

3.3 Library E-Journal Access

E-journal Access	State University		Private University		Total	
	Total	%	Total	%	Total	%
Abstract	17	30%	9	16 %	26	46%
Fulltext	15	27%	4	7%	19	34%

Login	2	3%	6	11%	8	14%
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From the table above it can be seen that the most e-journal (46%) access focuses on abstract access, with 30% from state university libraries and the remaining 16% from private state university. For the application of logins access to e-journals, 14% of the data was obtained, with 11% coming from private university and the remaining 3% from state university. Whereas the total number of access to e-journals in fulltext data was 34% consisting of 27% state universities and 7% private universities.

In addition to focusing on the implementation of e-journals sharing that have been running well, what needs to be done by libraries for their online and digital policies is to provide more capable public internet access so as to enable users in using personal gadgets and minimize the use of library computers, preventing the transmission of COVID-19 on library objects.

E-journals are important, but libraries can develop other e-resources such as allocating more funds to buy e-books, audio e-books, databases, and digital magazines. The allocation of funds to buy digital collections will affect the future of the library because the users are predicted to use it more in consideration to their comfort and safety in the time of pandemic. Examples of libraries that have implemented e-resources purchasing policies based on NAPLE (2020) are the public libraries in Norway, which promote e-books and other digital content through various online media channels. The Norwegian Ministry of Culture and National Library even provides support to help maintain libraries by providing more funds for e-book procurement, accessing online resources for the education sector, and providing funding for regional and local libraries to organize digital events and promotion of digital content. In the end, it got positive results, e-Book and e-Audiobook loans increased 136% compared to the previous month, with e-Audiobook loans alone increased by 264%.

3.4 Library policies during the COVID-19 pandemic

Policy during COVID-19	State University		Private University		Total	
	Total	%	Total	%	Total	%
	Online Access Facilities	24	43%	14	25%	38
Eliminating late-return penalty	20	36%	10	18	30	54%
Physical service closure	11	20%	5	9%	15	29%
Online/self-renewal for book loan	2	4%	5	9%	7	13%
Self-Upload in the Repository	16	29%	4	7%	20	36%
Online Library	14	25%	4	7%	18	32%
Activity is temporarily suspended	5	9%	2	4%	7	13%

Returns via book drop	1	2%	1	2%	2	4%
Returning/borrowing books by courier	3	5%	4	7%	7	12%

From the table above, it can be seen that the policies issued by most libraries are policies regarding access to e-resources(68%), with 43% state universities and 25% private universities. The second largest policy is the policy on fines, which is to eliminate fines during the COVID-19 period (54%), involving 30 universities implementing the policy. The policy of returning or borrowing books through courier services is quite prospective amid the rise of online service offerings, ranging from online transportation to food delivery, causing libraries to even utilize this book delivery service. However, only 12% applied this policy, with 5% from state university and 7% from private university. Whereas the policy to return books through book drop is only applied by 4% of university libraries, which are divided by 2% for each state and private university.

More generally, libraries are indeed affected by the COVID-19 pandemic, causing the library to implement various policies in all its services. The policies applied are various, some apply strict policies or only apply policies with certain conditions. According to the summary of the IFLA (2020) the following are several library policies throughout the world in dealing with COVID-19:

1. Usual library business

This policy occurs in countries that have not or even do not implement COVID-19 policies, so that the library continues to work as usual without any restrictions. The policies applied only cover hygiene policies, such as providing a hand sanitizer, keeping the surface of each piece of furniture clean, ensuring that if there are librarians or staff who start showing symptoms of illness, provide website pages or online media with reliable information for users, as well as promoting media literacy. If it is forced to remain open because the state does not declare strict policies during the COVID-19 pandemic, the library needs to continue to implement the WHO recommendations regarding hygiene ethics, for example; coughing on bent elbows, people must also wash their hands or use alcohol sanitizer frequently, prevent themselves from touching their faces, and keep their distance from anyone who coughs or sneezes.

2. Limitations

Libraries impose restrictions on work and services by means of Work from Home, for example by ensuring that all staff have the skills and tools to work remotely and all services are provided digitally, such as storytelling or virtual workshops. It is possible for libraries to remain open but with additional efforts to ensure cleanliness, including disinfection of entire rooms and objects. Remove the service providing the use of library toys or VR headsets, etc. Consider implementing physical distancing in a shared room such as a study room, a discussion room that is generally used by many people who generally use a room with a long duration.

3. Minimize the service

Completely closes the library building, only provides services to borrow or return books at the counter, or through bookdrop. Some libraries are experimenting with drive-through books service. Some involves policy to allow users to borrow books if they have made a reservation in advance. Complement the strictness of policies by applying quarantine policies to returned books. If a book is returned, it must be quarantined for 72 hours before it can be available again to be served again. In

addition, the library still applies remote services such as e-Lending, e-Learning. All staff or librarians work with the WFH method and only certain staff take turns to come to the place to serve book lending at the counter.

4. Full closure

Libraries are forced to close, ensuring that all staff work from home unless absolutely necessary. If staffs are expected to work on site, it is compulsory for them to obey policies on physical and social distance. Providing ongoing communication through the website or social media with users about opportunities to use library resources or services should also be done.

Organize digital storytelling and workshops and promote the use of digital libraries. Libraries and book procurement budgets have the potential to be directed towards the procurement of licensed digital content. It offers amnesty delays in borrowed physical books, and increases the number of e-Book users.

In regards to the concept above, libraries in Indonesia have implemented policies at the minimum service stage until full closure. This was done because of the Indonesian government has implemented Large-Scale Social Restrictions so that all offices and activities of citizens are limited, in which activities are encouraged to be done from home. The policy has not been maximized, even though the library has obeyed to implement an anti-COVID-19 handling policy, there is no service policy that is actually helpful for users. Based on this research data, the highest is the application of e-resources which has been done routinely. However, other policies such as book return through bookdrop, book delivery service, digital storytelling, and utilization of digital libraries have not been fully carried out by all library samples examined in this study. Thus, it can be said that the policies implemented so far are still focused on policies to minimize the transmission of COVID-19, and have not developed any innovative policies to run libraries in the new normal phase. On the other hand, there is already an awareness among the libraries in Indonesia to develop policies and not just remain silent. Therefore, libraries in Indonesia are still being developed, still doing research and observing what services can be applied during and post-COVID-19 in the new normal era.

In addition to the library opening or closing policy, there is also a vital policy that is regarding the handling of collections, furniture, tools and equipment in the library, applicable to both users and librarians and staff. The collection handling policy has been done by several libraries, for example the Irish library has produced guidelines that suggest waiting for 72 hours, then the Australian library based on government recommendations has suggested that 24 hours are enough, and the Czech government recommends 48 hours, while Switzerland, the Netherlands and Belgium chose for 72 hours, and France for 10 days for collections made from plastic and 72 hours for book. Collections such as CDs and VCDs must be cleaned with alcohol wipes as soon as possible and immediately allow them to be served again (IFLA, 2020).

Whereas for furniture and equipment handling such as computers are more seriously disinfected due to them being used by many individuals and thus, carry a higher risk of transmission. The Dutch Library has suggested, if possible, that the mouse and keyboard should be unplugged after use and returned to a special space or container to be disinfected later. Others, such as in the Helsingborg libraries, Sweden and Topeka, Kansas, plan to ensure the presence of library staff to disinfect computers after use. There is also a policy in which the handling of collections, furniture, tools and equipment requires to be done using disposable gloves.

Likewise, according to RPLAC (2020), the library is recommended to set the area under physical distancing order. Library items or collections need to be labeled with the date when the collection was put into the quarantine period when the user has finished

borrowing. Color coding should also be given based on the type of collection material to provide guidance on the collection quarantine duration.

Policy on the handling of collections has not been explicitly become a question point in this study. However, under further observation, the collection handling policy has not been fully implemented either. That is because the borrowing and returning of collections in Indonesian libraries is reduced compared to the normal period before COVID-19. On the other hand, libraries in Indonesia have done, implemented, and focused on the policy of utilization and lending of e-resources, causing physical borrowing to be greatly reduced. The collection handling policy needs to remain planned and implemented as a new normal preparation, where the library will be fully opened as usual with new habits, and library services need to adjust it.

The COVID-19 pandemic that occurred since early 2020 has had a large-scale impact on all aspects of life, including education. The Ministry of Education and Culture of the Republic of Indonesia has taken a decisive step with a home study scenario that has led to each state and private tertiary institution to issue the same policy, namely the application of online lectures. All staffs, including lecturers, are impacted by the Work From Home (WFH) policy. With this policy, students as university library users certainly cannot come directly to the library to access information sources while academic information needs are still running. This drives the library to issue policies and create new innovations that are expected to help meet the information needs of its users.

Restrictions on access during the COVID-19 pandemic affected all services in the library from circulation services, handover services to scientific works and others. Due to the access restrictions, some libraries have new policies to facilitate their users. The new policy adopted by university libraries cannot be separated from the role of information technology which is increasingly sophisticated in this era. The following are new policies or innovations created by the college library in the COVID-19 response period:

a. Maximizing facilities on gadget to access e-resources

Restricting library access is certainly not in line with student information needs for academic life. Therefore, the library put its effort to provide a source of information for its users, one of them by utilizing the gadgets to access e-resources. This can be seen in the library of Institut Pertanian Bogor through its library website and IPB-University Institution repository. With this policy, IPB library users can access all forms of e-receipt ranging from e-journal, e-book to thesis via gadget, thus, users do not need to worry about lacking information sources.

Another library that applies this policy is the Yogyakarta Atma Jaya Library which has Atmajaya I-Pustaka facilities for its users. One of the benefits of Atmajaya I-Library is that the user can access the fulltext repository which previously only contains journal and thesis abstracts. Besides that, the service also provides easy access for e-journal that has been subscribed by Yogyakarta Atma Jaya Library.

Other libraries that implement freedom of access to information through other remote access include the University of Indonesia library, Universitas Airlangga, and the Muhammadiyah Purwokerto Library.

b. Self-Upload Policy

The policy of uploading independent works is for final year students who have finished their final project and will submit the results to the library. Prior to the COVID-19 pandemic, the submission of this work was done directly in the library, but after COVID-19, students could upload their work independently through the facilities provided. As implemented in the Maulana Malik Ibrahim

UIN library, students who have finished their final project can upload their work through the final assignment deposit in accordance with the guidelines issued by the Maulana Malik Ibrahim library.

Other libraries that implement this independent work upload policy include Padjadjaran University, Yogyakarta State University, and Telkom University. In addition to uploading independent works, the library also applies free online library management after students have uploaded their independent works.

c. Policy on book delivery or the use of courier services

This policy is an innovation amid the COVID-19 pandemic, with the spread of the current courier services that have penetrated in several fields ranging from food couriers to couriers of goods. During the COVID-19 pandemic, the library also utilized the courier service for book delivery which makes it possible for users to borrow books online, in which books will arrive at their respective homes through courier services. This service also facilitate users who want to return books that are due without having to come to the library. One of the libraries implementing this policy is Bina Nusantara University.

There are not many libraries that implement this policy. From the data, there are only 7 libraries that implement book delivery policy, namely Bina Nusantara Library, Diponegoro University, University of Indonesia, Sultan Agung Islamic University, Muhammadiyah University Ponorogo, Muhammadiyah University Purwokerto, and Yogyakarta State University.

Sooner or later, the library will be opened like normal, the library will move forward to start opening its services normally again as government policies begin to loosen the social restriction policies or lockdown. For example, according to IFLA (2020), libraries in Japan suggest a four-stage process before and when reopening the library normally, such as analyzing the surface cleanliness risk of each object in the library, the risk and policy of contact with people in the library, how people use the library, and take into account the overall COVID-19 infection rate in the region. If it is possible, then after being analyzed the library is ready to be opened to the public normally by applying the new normal policy. In essence, libraries in Indonesia in particular do not need to rush in reopening their libraries, and remain focused on planning and designing service policies with new normal innovations and creations to adjust to COVID-19 life.

If the library is open to the public, what needs to be considered is the limitation on any activities in the library. For example, restrictions on library visitors adjusted to the area of the library building. According to the IFLA (2020), one of the libraries in Macau limits visits to the library by ticketing system. There are only 5 (five) visitors who have tickets and can enter the library rooms, for example 5 people reading room, 5 people reference room and so on. Similar thing is being implemented in the Croatian National Library, they limit visitors who can enter are 200 people and are assisted with the help of applications, if there are visitors who leave the library, it will be seen and other visitors who queue can enter alternately.

According to the IFLA summary (2020), there are also other policies such as the policy of the Library in Shizuoka Japan which requires visitors to make a reservation if they want to visit the library. Another case can be found in a library in the Czech Republic that applies a policy of all visitors can visit the library with a maximum visit time of 1 (one) hour. If the libraries in Indonesia are not ready to open their libraries, it is advisable not to open them. Preparing and extending policies and services for the use of digital and online collections while complementing them with innovative and creative digital

services are more advisable. Later, the library is expected to make all of its services contactless.

The most important policy is to promote good hygiene of visitors and library staff as well as cleanliness such as temperature checks, ensure the staff and visitors to wash their hands, provide and wear gloves and masks when handling and accessing collections or library facilities. It is also advised to provide hand sanitizer at the entrance and next to each computer, at each desk and in front of circulation services.

Conclusion

Libraries must be able to adapt to all kinds of conditions in their external environment, be it users or the policies of their parent organizations. Since WHO declared COVID-19 as a global pandemic, many community activities have changed due to policies, one of which is not allowing people to be in one room close together, may not carry out activities outside home if there is no urgent need; these affects the services in the library. Services in the library are physically stopped to break the chain of COVID-19 transmission. These government policies affect library policies, especially in regards to the process of borrowing and returning physical books.

The changes that is most frequently made by libraries are the provision of e-resources and the use of online media. The most widely used e-resources are e-journals. The most frequent use of online media such as websites and social media aims to inform their new services and the most recent is to interact with their users. For example, through live Instagram and online seminars via webinars. There are some who have implemented innovation services such as returns through bookdrop, and borrowing and returning collections through couriers, but these have not been done much by libraries in Indonesia. However, once again the changes made by libraries in Indonesia have not massively changed, they are still in the stage of developing new plans for more innovative services. Libraries around the world, such as in Japan, China, and Europe, have started new service policies during covid-19, such as visitor restrictions, strict health protocols, innovative services involving digital storytelling, collection, furniture, tools, and equipment handling in the library.

Libraries in Indonesia can gradually imitate the policies that have been applied by libraries in other countries, seeing that the Indonesian government is slowly echoing plans to habituate new normal policies towards community activity. Thus, the libraries in Indonesia also need to be prepared in implementing the new normal policies and adjust their services. Inevitably, the libraries will eventually be opened, in which they must implement new health protocols and services in the post-pandemic COVID-19 period.

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